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Electric Vehicle Services

Downloading & Registering

to charge your electric vehicle

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Electric Vehicle Services

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Downloading the App

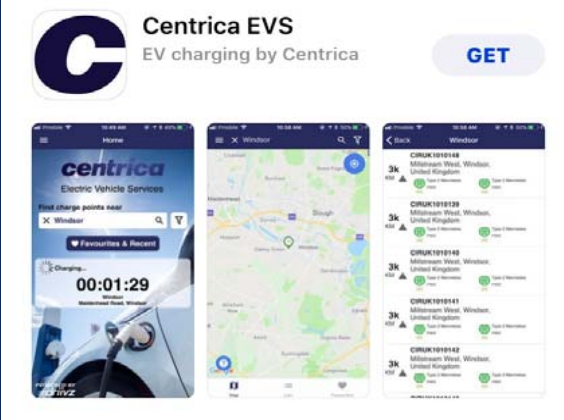
- Android users go to Google Play store, in the search bar type **Centrica EVS**
- iPhone users go to the App Store, in the search bar type **Centrica EVS**



Google Play Store



App Store



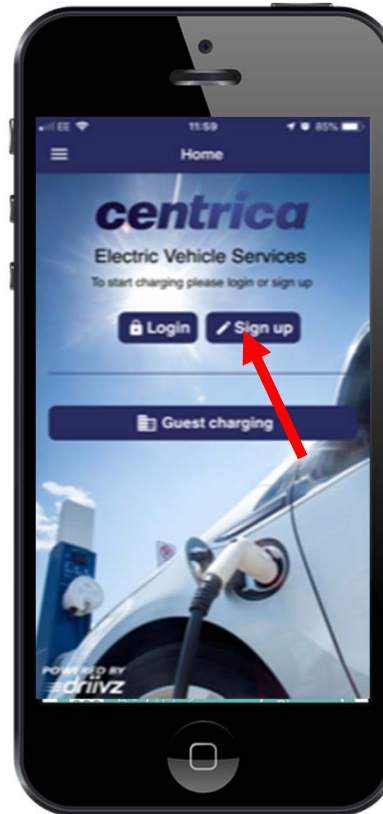
Once you have located the App, Please install.

Register On **NEC** Network

After you have downloaded the App, you will need to “sign up” to register on the ‘**NEC**’ Network

- Select Sign Up, as per Image A
- Complete ‘Company Code’ as shown in image B
- Enter required details on the Account Details screen as shown on image C and select next

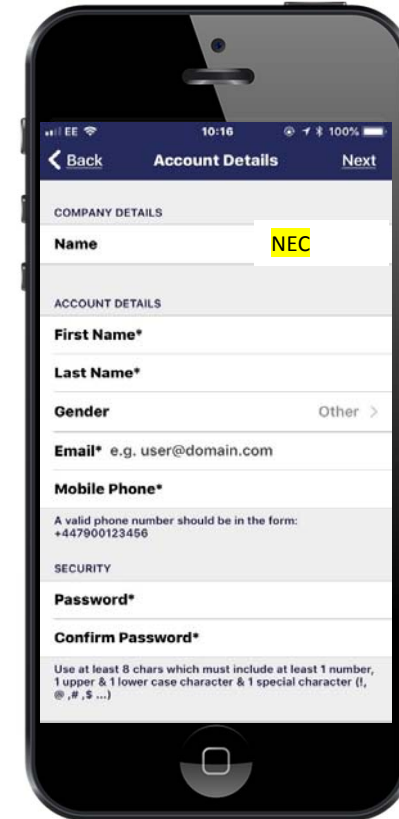
A. Sign Up



B. Company Code



C. Account Details

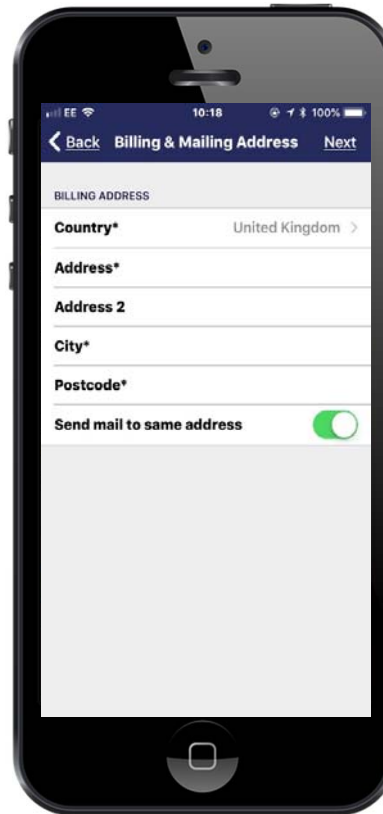


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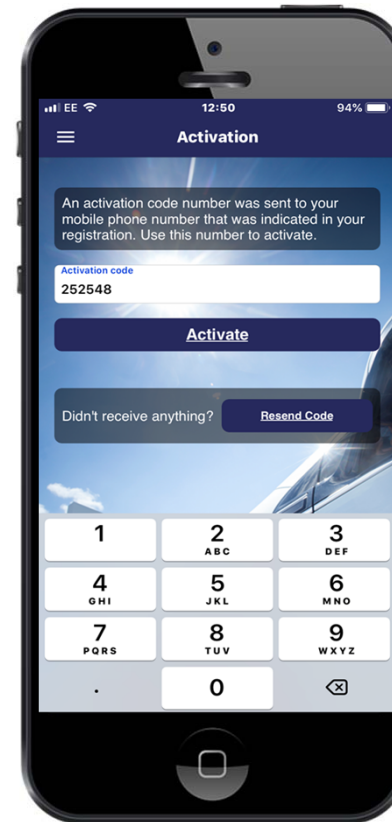
Registration Continued:

- Complete the billing address details as shown in image A and press next
- You will then see the Activation screen which requires the Activation Code to be entered. This code will have been sent to the Mobile Number you entered during the sign up process, example shown on image B
- Once the activation code is received and entered into the app you are ready to start using the app and charging your vehicle and your Home screen will be displayed, see image C

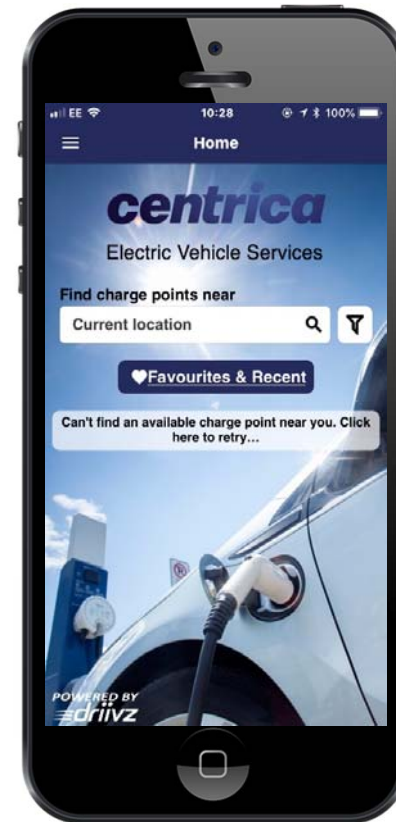
A. Billing & Mailing Address



B. Enter Activation Code



C. Registration Complete. Home Screen



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Charging Instructions

(after downloading and registration)



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Selecting a Charger

To begin charging, you must find and select the charger.

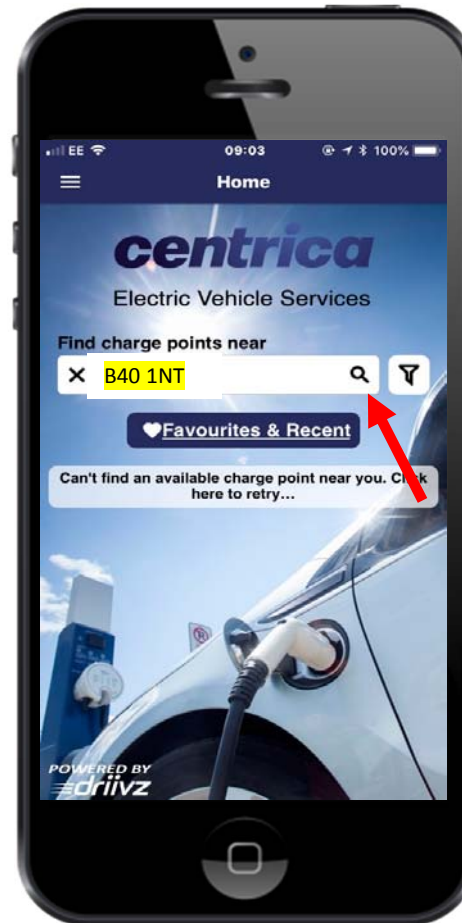
The simplest way to search is to either:

- Enter the Post Code, this will display all chargers in that area as shown on image A
- Or if you have located a charger enter the Charger ID which is displayed on the front of the Charger

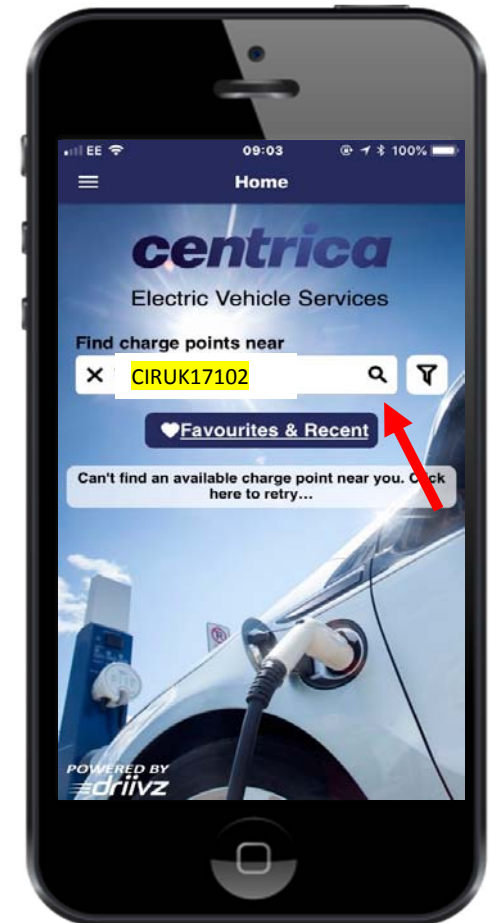
Example: **CIRUK17102 (Express 1 Car Park)** shown on image B

Once you have entered either of the above select Search.

A. Search Using Post Code



B. Search Using Charger ID



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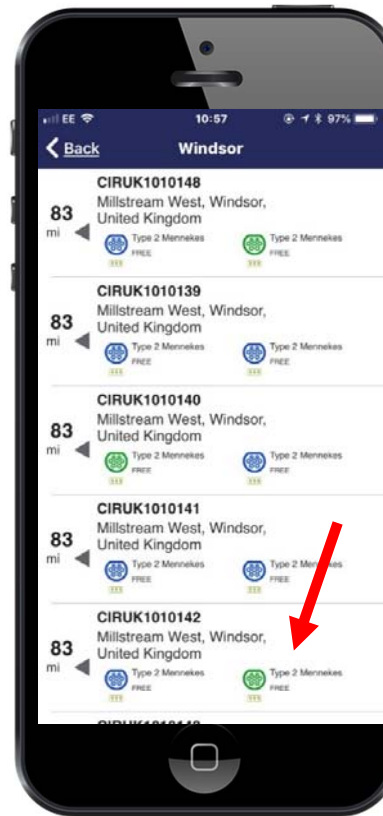
Starting a Charge

Sockets showing as blue are occupied
Sockets showing as green are available for use, see example in image A & B

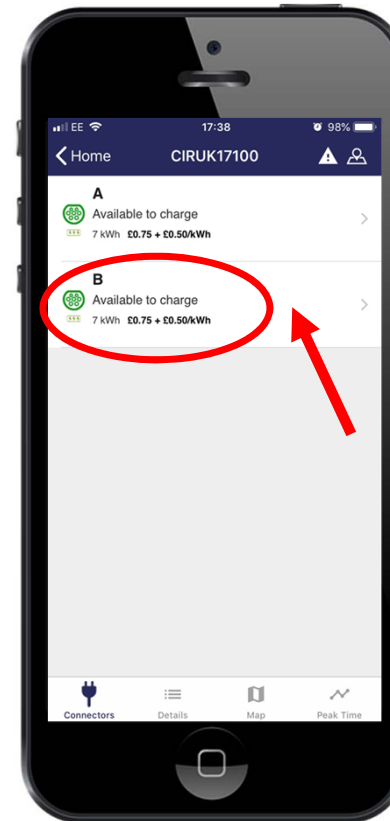
Note: If not 'Free' you will see any information associated with costs payable during your charging session, Example shown on image B & C. You will need to have a Credit or Debit card registered to your account

Once you have selected the socket (B in the example shown) connect the lead to the socket, swipe right on your phone and the lead will lock in and start to charge the vehicle, as shown on image C

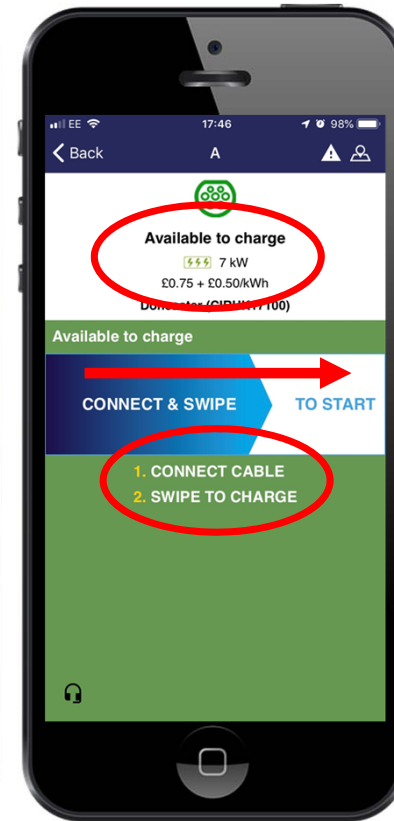
A. Available Charger(s) & Sockets



B. Selecting A Socket



C. Charging initiated



You will not see image A if you searched using the charger ID, image B will be displayed only

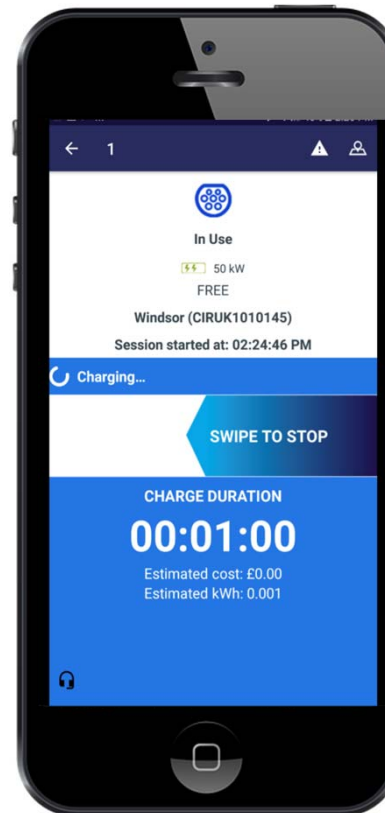
Stopping a Charge

Whilst Charging, you can return to the App at anytime and confirm your vehicle is charging and view accumulative data associated with this charging session as shown on image A

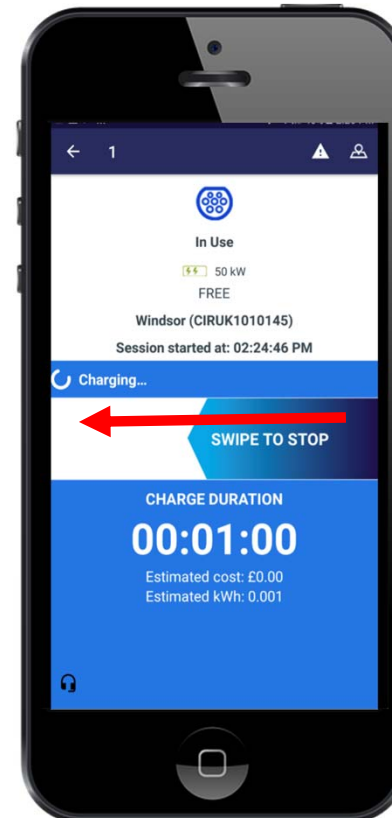
To stop charging when you return to your vehicle, open the app and “swiping left” as shown on image B

The lead will then release from the charging socket

A. Charging



B. Selecting A Socket



You will not see image A if you searched using the charger ID, image B will be displayed only

Further Information

You cannot unplug the charger from your vehicle until you have stopped charging from the app.

- This is a safety precaution.
- This also prevents by-passers from ending your charging session.
- All vehicles also have a “disconnect” option from the car itself (not just the app).

How long it takes to charge?

- The time it takes to charge your car depends on the charger in your car and the amount of power in your battery when you start to charge. Charging slows down as the battery becomes full.



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Guest Charging



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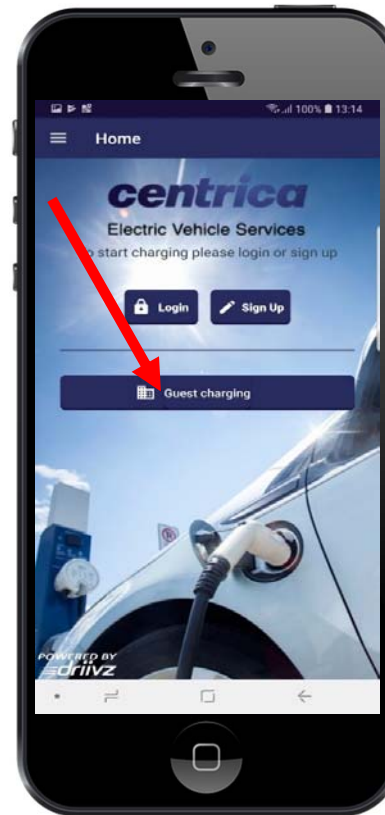
Guest Charging Screen

Select Guest Charging as shown on image A. This is the App's Main Home Screen and is only visible if you are completely logged out of the App.

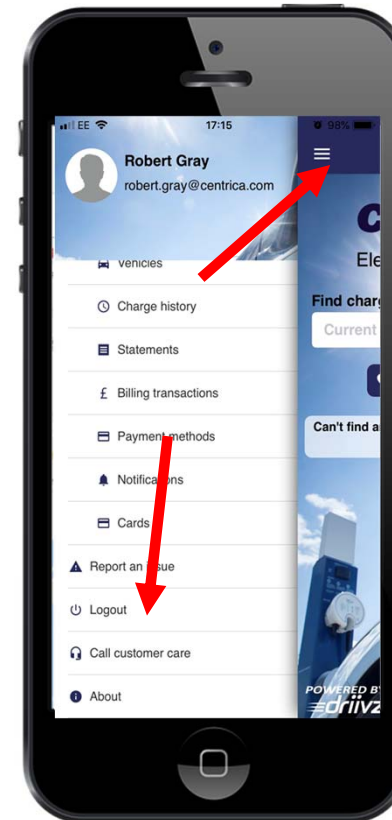
To Log out of the App select Menu and then Logout, as shown on image B

Once Logged out, Select Menu again and then Home as shown on image C

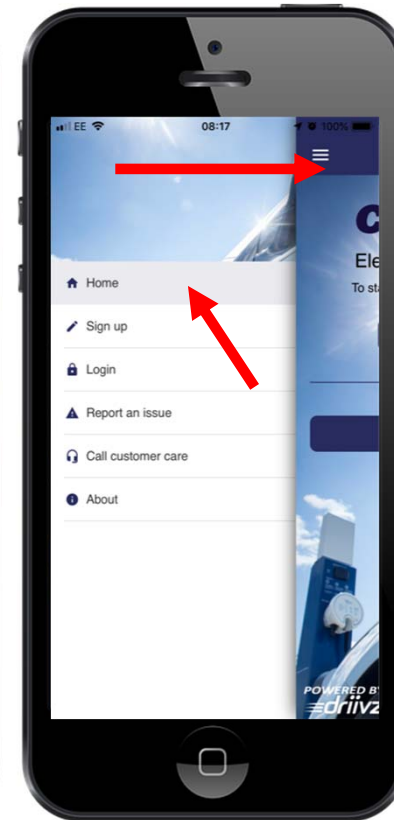
A. Select Guest Charging



B. Log Out



C. Main Home Screen



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Starting A Guest Charge

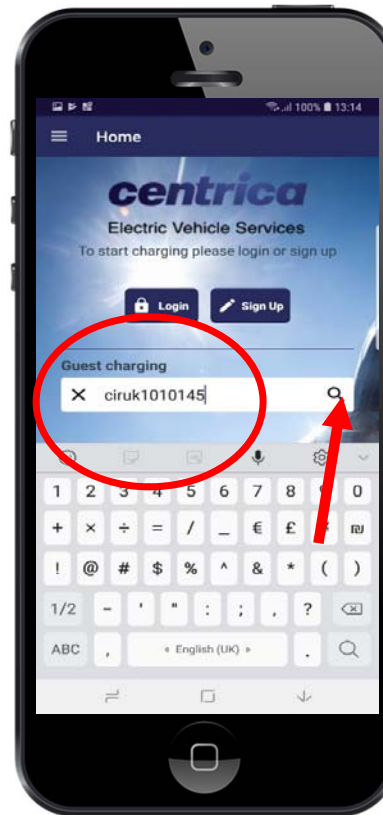
Input the charger ID, this can be found in the top right hand corner of the sticker on the front of the charger. Ensure the whole ID is entered, see example on image A, click Search.

Note: If Guest Charging is not available on the selected charger an error message will appear at the bottom of the screen

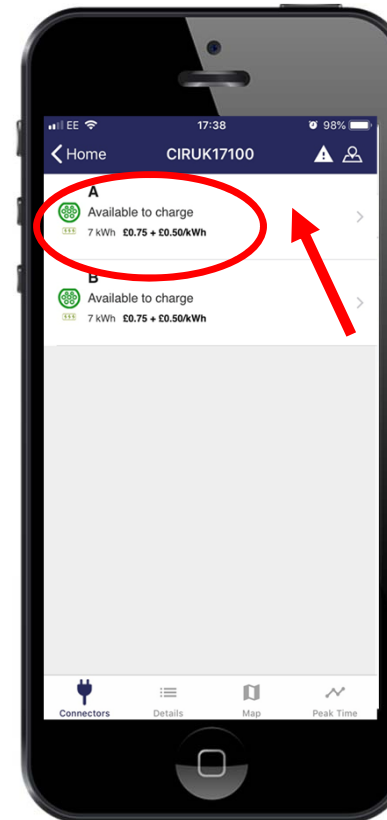
Screen will now show available sockets and associated costs to obtain a charge, as shown on Image B, select a socket, (example shows socket A)

Connect charging Lead to Socket A, & swipe right on the App screen as shown on image C

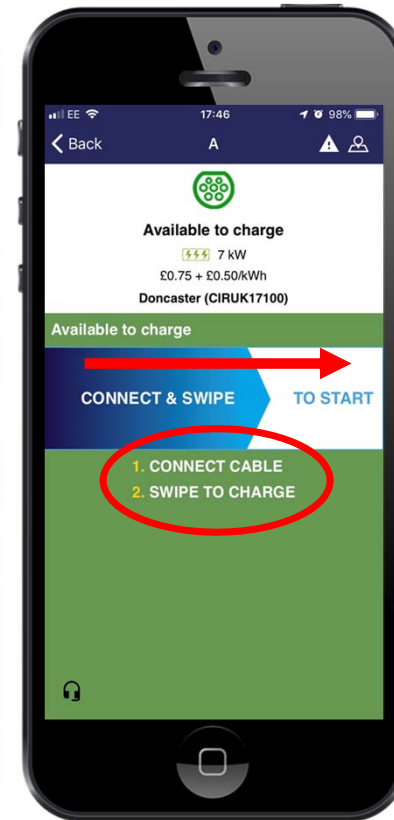
A. Input the Charger ID



B. Sockets & Costs



C. Connect & Swipe



Card Payment

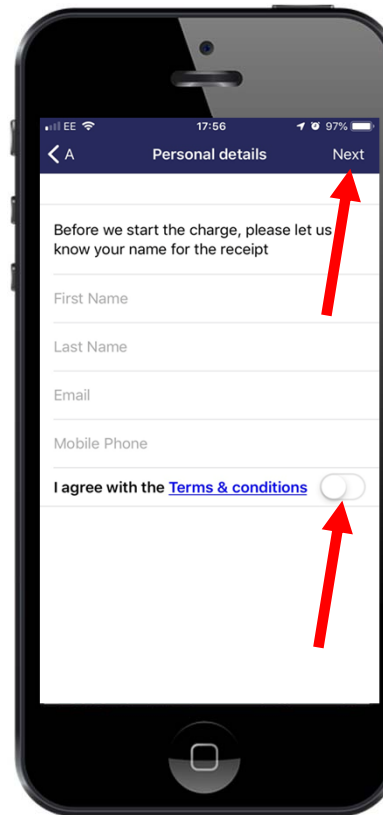
As payment is required the App will now require further information, before the charge is actually started

Please enter details as requested, as shown on image A, read and agree Terms & Conditions, then select Next

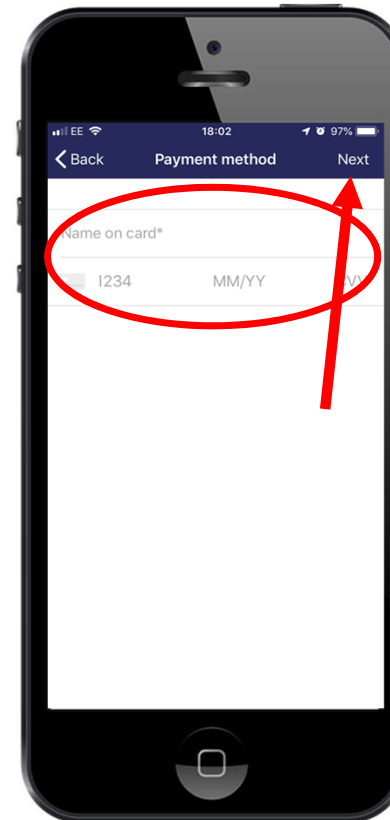
If the payment is authorised the screen will change to 'In Use' and display 'Charging'. It will also display kWh and cost data associated with the charging session, as shown on image C.

Note: If the charging session isn't authorised an associated error message will be displayed at the bottom of the screen

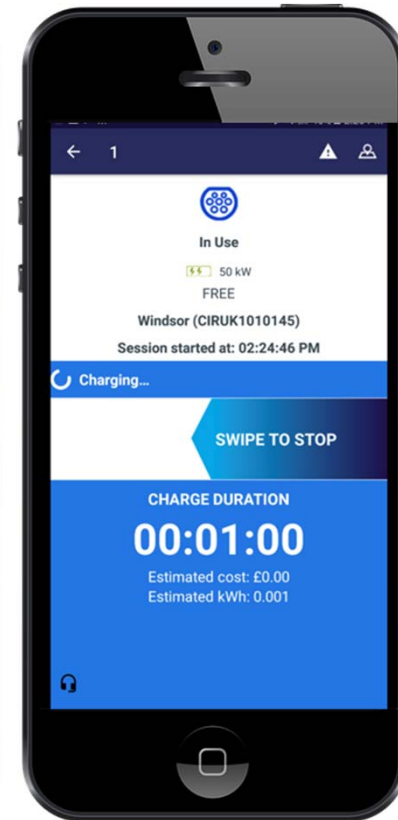
A. Personal Details



B. Card Details



C. Charging initiated



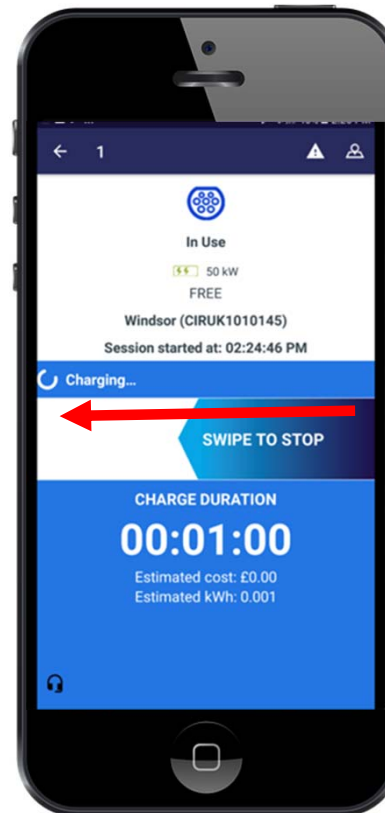
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Stop charging

Swipe left to stop the charge as shown on image A

Note: When using Guest Charging, all data/personal information isn't stored, this is a single transaction and would need to be completed anytime a Guest Charging session is required

A. Stopping the Charge



Assistance

If you have any queries or require any further assistance then please contact the Centrica Electric Vehicle services team on

Phone - 01302 341386

Email - Electricvehicleservices@centrica.com



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